

W-01865A-07-0385  
W-01865A-07-0384

ORIGINAL



0000083821

ARIZONA CORPORATION COMMIS.

UTILITY COMPLAINT FORM

478

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67679

Date: 4/8/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Nancy

Last: Perlick

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385  
Docket No. W-01865A-07-0384

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

Groom Creek Address:

[REDACTED]  
\*End of Complaint\*

Arizona Corporation Commission  
DOCKETED

APR -9 2008

DOCKETED BY

ME

RECEIVED  
2008 APR -9 P 4:01  
AZ CORP COMMISSION  
DOCKET CONTROL

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

April 8, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Customer,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 67679**

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W-01865A-07-0385  
W-01865A-07-0384

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      67613

**Date:** 4/7/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Anonymous**

**Anonymous**

**Account Name:**      Anonymous

**Home:** (000) 000-0000

**Street:**      n/a

**Work:**

**City:**      n/a

**CBR:**

**State:**      AZ      Zip: n/a

**is:**

**Utility Company:**      **Groom Creek Water Users Association**

**Division:**      Water

**Contact Name:**      [REDACTED]

**Contact Phone:**      [REDACTED]

**Nature of Complaint:**

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are --- in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date:

**Additional Comments:**

We are not in favor of 42.00 per mo. That is too much. We only use water 5 months or less a year and pay for 12 months. We may have to sell our cabin if it goes that high. We are not wealthy.

We won't sign this because we don't want any repercussions. We too, would like to save the interest, but not at the proposed base rate. \$22.50 seems appropriate, We have been so worried about the proposed hike!

Thank you,

Groom Creek resident

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

### Investigator's Comments and Disposition:

No response sent due to lack of address information.

\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67613

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W-01865A-07-0385  
W-01865A-07-0384

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      67601

**Date:** 4/7/2008

**Complaint Description:**      08E Rate Cases Items - In Favor  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Barbara & Kal

Miller

**Account Name:** [REDACTED]

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** [REDACTED]

**CBR:**

**State:**

AZ

Zip: n/a

**is:**

**Utility Company:** Groom Creek Water Users Association

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

### Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date:

Additional Comments:

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

No response sent, as address information was incomplete.

\*End of Comments\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Date Completed: 4/7/2008

Opinion No. 2008 - 67601

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W. 01865A-07-0385  
W. 01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67615

Date: 4/7/2008

Complaint Description:      08E   Rate Cases Items - In Favor  
N/A   Not Applicable

Complaint By:      First:      Last:  
R.      Eslinger

Account Name: [REDACTED]      Home: [REDACTED]  
Street: [REDACTED]      Work:  
City: [REDACTED]      CBR:  
State: [REDACTED]      Zip: [REDACTED]      is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): R. Eslinger

Address: 4027 Adeline Dr.

Signature(s):

Date: 4/1/08

Additional Comments:

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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4/4

No response as address info was incomplete.

\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67615

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67614

Date: 4/7/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By:      First: Robert Thomas      Last: Rollis III

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Robert Thomas Rollis III

Address: [REDACTED]

Signature(s): Robert Thomas Rollis

Date: 4-4-08

Additional Comments: I would rather pay more now than pay much much more later!

Thank you

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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4/4

No response as address information was incomplete.

\*End of Comments\*

**Date Completed:** 4/7/2008

**Opinion No.** 2008 - 67614

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W. 01865A.07.0385  
W. 01865A.07.0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67616

Date: 4/7/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Gary      Last: Goodman

Account Name: [REDACTED]      Home: (000) 000-0000

Street: [REDACTED]      Work:

City: [REDACTED]      CBR:

State: AZ      Zip: [REDACTED]      is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/3/08

Having owned and operated a water company (sold in 2000) for twenty-five years, I understand completely the need for a rate increase. However, I cannot support the size of this request and question the idea of a "line of Credit" for longterm financing of major system improvements. Long term improvements should be matched with long term financing. I completely support a large rate increase, but not of the size requested. I do support the Board in their efforts, but feel they need advice (perhaps from WIFA) in securing proper financing. GJG  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Goodman:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,  
Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67616

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67623

Date: 4/7/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Gregory      Emmett

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate Changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that i am not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. I am in favor of the ACC staffs proposed rate increase of \$22.50 per month.

I believe that to borrow the same amount and have a fixed rate loan of 20 years is the more sensible thing to do for

the ownership of properties continue to change hands constantly in the Groom Creek area and this would spread the share of the cost among the old and new residents. While still allowing for the repairs to be accomplished.

The Board of Directors have sent a form letter to thier liking to the membership thinking all are in favor of their proposed increase, I do belive yes the seystem is need of repair, but i also believe the cost could be spread more evenly. I would think that first they would have sent a letter asking opinions of the membership, yes they do have the meetings, but because it is also an area of second homes not all the membership is able to attend these meetings, but when asked my opinion such as this form letter Iwill reply.

attached is the form letter they have sent.

Gregory Emmett

Gregory Emmett

April 3,2008

Si gnat ure

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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CC: Groom Creek Water Users Assoc. [REDACTED]  
[REDACTED]

attachments: Form letter from company to customer  
copy of public notice

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Emmett:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67623

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W-01865A-07-0385  
W-01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67617

Date: 4/7/2008

Complaint Description:      08E    Rate Cases Items - In Favor  
   N/A    Not Applicable

Complaint By:      First:      Last:  
                                 Michael & Donna      Hughes

Account Name:      [REDACTED]      Home: (000) 000-0000

Street:      [REDACTED]      Work:

City:      n/a      CBR:

State:      AZ      Zip: n/a      is:

Utility Company.      Groom Creek Water Users Association

Division:      Water

Contact Name:      [REDACTED]

Contact Phone:      [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Michael & Donna Hughes

Address: [REDACTED]

Signature(s): [REDACTED]

Date: 4/2/08

Additional Comments:

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. and Ms. Hughes;

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed:

Opinion No. 2008 - 67617

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W. 01865A-07-0385  
W. 01865A-07-0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67612

Date: 4/7/2008

Complaint Description:      08E    Rate Cases Items - In Favor  
   N/A    Not Applicable

Complaint By:      First:      Last:  
Ernie & Patti      Serrano

Account Name: [REDACTED]      Home: [REDACTED]  
Street: [REDACTED]      Work:  
City: [REDACTED]      CBR:  
State:      AZ      Zip: n/a      is:

Utility Company:      Groom Creek Water Users Association

Division:      Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission  
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.  
Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Ernie & Patti Serrano  
Address: [REDACTED]  
Signature(s): Ernest Serrano  
Date: 4/3/08

Additional Comments:  
I serve on the Groom Creek Water Users Board and have owned a cabin for 6 years.  
I am in full support of the proposed rate increase.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 8, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. and Ms. Serrano:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67612

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W-01865A-07-0385  
W-01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67608

Date: 4/7/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

First:

Last:

Complaint By:      Ernest R.

Serrano

Account Name:      Ernest R. Serrano

Home: (000) 000-0000

Street:      [REDACTED]

Work:

City:      [REDACTED]

CBR:

State:      AZ      Zip [REDACTED]

is:

Utility Company.      Groom Creek Water Users Association

Division:      Water

Contact Name:      [REDACTED]

Contact Phone:      [REDACTED]

**Nature of Complaint:**

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date:

Additional Comments:

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Serrano:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

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Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/7/2008**

**Opinion No. 2008 - 67608**

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67607

Date: 4/7/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By:      First:      Last:  
Edmond      Bartylla

Account Name: [REDACTED]      Home: [REDACTED]  
Street: [REDACTED]      Work:  
City: [REDACTED]      CBR:  
State:      AZ      Zip: [REDACTED]      is:

Utility Company:      Groom Creek Water Users Association

Division:      Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date:

Additional Comments:

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Bartylla:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed: 4/7/2008

Opinion No. 2008 - 67607

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W. 01865A-07-0385  
W. 01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67599

Date: 4/7/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By:      First:      Last:  
Dewaine      Ried

Account Name: [REDACTED]      Home: (000) 000-0000

Street: [REDACTED]      Work:

City: [REDACTED]      CBR:

State: [REDACTED]      Zip: [REDACTED]      is:

Utility Company.      Groom Creek Water Users Association

Division:      Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date:

Additional Comments:

I have resided in the Community since 1994 and believe this is the best interest of Groom Creek. No one likes to pay more, but this makes sense in the long run.

\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Investigator's Comments and Disposition:

April 8, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Ried,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

Date Completed:

Opinion No. 2008 - 67599

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W-01865A-07-0385  
W-01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67620

Date: 4/7/2008

Complaint Description:      08E    Rate Cases Items - In Favor  
   N/A    Not Applicable

Complaint By:      First:      Last:  
                                 Curt      Knapp

Account Name: [REDACTED]      Home: [REDACTED]

Street: [REDACTED]      Work:

City: [REDACTED]      CBR:

State:      AZ      Zip: [REDACTED]      is:

Utility Company:      Groom Creek Water Users Association

Division:      Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

4/4

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Curt Knapp

Address: [REDACTED]

Signature(s):

Date: 4/2/08

Additional Comments: Lets get the water fixed and the roads paved    SAP

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Knapp:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/7/2008**

**Opinion No. 2008 - 67620**

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W-01865A-07-0385  
W-01865A-07-0384

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      67621

Date: 4/7/2008

Complaint Description:      08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By:      First:      Last:  
Merle      Graber

Account Name: [REDACTED]      Home: [REDACTED]  
Street: [REDACTED]      Work:  
City: [REDACTED]      CBR:  
State: [REDACTED]      Zip: [REDACTED]      is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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April 7, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. Graber:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 4/7/2008**

**Opinion No. 2008 - 67621**

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W-01865A-07-0385  
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 67670

Date: 4/8/2008

Complaint Description:      08A Rate Case Items - Opposed  
   N/A Not Applicable

Complaint By:      First: Chris & Suzanne      Last: Covey

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

\*\*\*\*\*CORRESPONDENCE RECEIVED April 8, 2008\*\*\*\*\*

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/2/08

Additional Comments:

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator's Comments and Disposition:**

April 8, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Chris and Suzanne Covey. :

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

\*End of Comments\*

**Date Completed: 4/8/2008**

**Opinion No. 2008 - 67670**